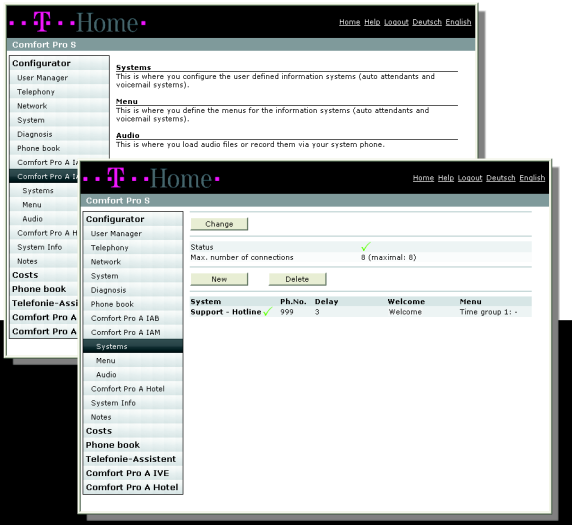
Comfort Pro A IAM

User Manual



T-Home

Contents

Interactive Call Manager: Comfort Pro A IAM 3

Programme Overview 3

Scope of Delivery 4

Licensing: the Activation Procedure 5

Creating a Voice Portal 6

Recording and Editing Audio Files 7

Tips for Planning a Voice Portal 8

Backing Up Voice Portals 9

KDA Manager 10

Programme Overview 10

Installing and Starting the Programme 11

- Installation Procedure 11
- Starting the KDA Manager 11
- Uninstalling the KDA Manager 12

Appendix 13

Technical Data 13

Menu Template 13

Interactive Call Manager: Comfort Pro A IAM

Programme Overview

Using the “Comfort Pro A IAM (interactive call manager)“ programme package, you can create information systems (voice portals or voicemail systems) in which calls are party or totally processed automatically. Callers navigate through the individually designed (voice) menus using the keypad on their telephones.

Announcement services for cinema timetables, the weather, stock exchange tips, opening hours, special offers or for heads of a shared office are just some of the possible applications for the programme.

You can configure up to five independent systems (voice portals), each with their own telephone numbers. You can also define different reactions for each system in connection with Comfort Pro time groups (e.g. for handling day- and night-time calls).

You can protect selected menus and actions in a voice portal using a PIN and in doing so, make them accessible to a certain group of users. This enables calls to be diverted to a mobile telephone for certain customers or selected customers might be connected directly to top management, for example.

Announcements or music can be imported into the system using a) a system telephone or b) a PC. The latter requires a conversion programme, which is included in the scope of delivery (called the KDA Manager).

The Comfort Pro A IAM programme package is integrated into the Comfort Pro software, so voice portals can be easily configured via the Web interface of the configuration software. (They can also be managed and saved with the entire Comfort Pro configuration.)

A licence is required to activate the Comfort Pro A IAM programme package for use (see also **Licensing: the Activation Procedure** starting on page 5).

Announcements and music are managed in audio files and are saved on the Comfort Pro memory card. The integrated answering machine's announcements and the messages that callers leave on the answering machine are also stored on this card (Comfort Pro A IAB programme package).

Both programmes – Comfort Pro A IAB and Comfort Pro A IAM – can be operated simultaneously. The two can make equal use of the available voice channels.

Scope of Delivery

The package includes:

- the Comfort Pro A IAM user guide (supplied as PDF file on the Comfort Pro product CD)
- the KDA Manager conversion programme with which audio files can be converted into the audio format supported by the Comfort Pro (supplied on the Comfort Pro product CD)
- the licence for the Comfort Pro A IAM programme package

Licensing: the Activation Procedure

You need an activation key to be able to configure and use the Comfort Pro A IAM programme package in your Comfort Pro. The licence confirmation you received with the programme package contains detailed information.

To activate the programme package ...

1. In the **Configurator**'s **System: Licences** menu, enter the activation key for the Comfort Pro A IAM programme package. This activates the package.

2. Then save the Comfort Pro configuration. The activation key is then also saved in the configuration file. In the event of servicing, after resetting the system's hardware for example, you can reimport this configuration file and the Comfort Pro A IAM programme package is then reactivated.

Note: If it is necessary to exchange the Comfort Pro's module board, a new activation key must be generated by the Deutsche Telekom Technical Service for the new serial number.

Creating a Voice Portal

You create a voice portal on the Comfort Pro Web console in the **Configurator**'s **Comfort Pro A IAM** menu.

The Comfort Pro A IAM programme manages a voice portal in a **system**. Each system consists of at least one **menu**. The menu contains definitions about which information a caller receives with which key on this telephone (= **action**) or with which employees, voiceboxes and other switching systems it can be connected (= reaction of the voice portal).

The Comfort Pro A IAM programme manages up to five systems and a total of 50 menus in which you can define up to 500 actions. Text, music and sounds you want to use in the voice portal are saved in audio files. You assign these audio files to the menus of a voice portal.

The Comfort Pro A IAM is not supplied with any systems, menus or audio files, so proceed as follows when configuring it for the first time:

1. In the **Audio** menu, load the audio files you will need or record them (see also Recording and Editing Audio Files starting on page 7). Use the KDA Manager programme to do this.

2. In the **Menu** menu, configure the menus required for user guidance in the voice portal. The appendix contains a template with which you can plan and document the individual menus and their actions and reactions (see Menu Template starting on page 13). The chapter Tips for Planning a Voice Portal starting on page 8 contains some points you should pay attention to with regard to user guidance.

3. In the **Systems** menu, configure at least one system (voice portal) and assign the menus to it.

Note: Please note the information in the online help regarding the **Comfort Pro A IAM** menu.
All configuration settings are explained in detail there.

Recording and Editing Audio Files

There are different ways to record or edit the audio files you want to use in a voice portal:

- In the **Configurator** of the Comfort Pro in the **Comfort Pro A IAM: Audio** menu. There you can record individual audio files and directly save them to the Comfort Pro memory card via a connected system telephone (see also **Backing up used audio files** starting on page 9). Further information on this process can be found in the Comfort Pro online help.
- Using the **KDA Manager**programme. You use this programme to generate audio files in a suitable file format, which you can then load into the Comfort Pro (see also **KDA Manager** starting on page 10).

Note: If you use foreign audio files in a voice portal, please note the manufacturer's licensing agreements. You may have to pay fees such as German GEMA fees for these audio files.

Tips for Planning a Voice Portal

Callers unfamiliar with your voice portal will have to navigate through the menus and, using your user guidance, attempt to reach their call destination, obtain information or reach a person. The following guidelines should help you design a voice portal which callers will have no difficulty using.

Keep it brief and clear.
Use (short) sentences that the caller can understand and remember immediately.

Wherever possible, shorten multi-syllabic words, e.g. “Sales“ instead of “Sales Department“.

Avoid using foreign or technical jargon which the caller may not understand.

Structure menus simply and clearly.
Only use a few menu levels. (We recommend no more than three such levels.) Callers must try to find a “way“ through the menus and draw a menu map in their heads. Too many levels may well disorientate them.

Avoid any complex structuring of a voice portal’s menus. Build the menu levels in a straightforward sequence, one on top of the other.

Help callers to get their bearings quickly.
Allow the caller to listen to the announcement again (action: “Repeat menu“) before moving on to the next menu.

Provide the caller with the option to return to the starting point or to go back a menu (actions: “Jump to menu“ and “Menu back“).

Include confirmation messages at the points of your voice portal where callers could ask themselves whether their last input was correct (e.g. “Your order has now been taken“).

Backing Up Voice Portals

Backing up a voice portal configuration

The voice portal’s configuration (the whole system, including its menus, actions and reactions) is saved in the Comfort Pro’s overall configuration. After you have configured or changed a voice portal, you should save the current configuration in the **System: Data Backup** menu.

Backing up used audio files

The audio files you are using in the Voice Portal are saved on the installed memory card. You can save your Voice Portal audio files to a drive or a data medium: either as multiple files or as an archive. The archive contains all the audio files currently stored on the memory card. You can archive the saved files and restore them to the communications system (via the Menu **System: Components**) at a later stage, so that you have a data backup e. g. in case the memory card needs to be replaced or formatted.

Further information on data backup can be found in the Comfort Pro online help.

KDA Manager

Programme Overview

The KDA Manager is a programme used to generate and convert audio files. You can load these audio files individually or load several into an archive in the Comfort Pro communications system and then use them in the voice portal you created using the Comfort Pro IAM application.

- You can use the KDA Manager to convert audio files to the file formats supported by the Comfort Pro (see the following **File formats** table).
- If a microphone is connected to your PC, you can also record audio files in the KDA Manager and save them immediately to a suitable file format.

File formats

Source formats for conversion	
– CCITT Wave, A-law, 8 kHz, mono	
– PCM Wave, 16-bit, 8 kHz, mono	
Target formats for conversion	
Single file	File archive
*.726 (encoded according to ITU G.726 32K ADPCM)	*.kda (contains several *.726 files)

Note: A 10 second *.726 audio file requires approx. 40 kbytes of space on the memory card. To avoid using the memory capacity unnecessarily, keep the generated audio files as short as possible.

Detailed instructions on how to generate and convert audio files can be found in the KDA Manager online help.

Installing and Starting the Programme

You will find the KDA Manager programme package, which is available in several languages, in the **...\Telekom** directory of the Comfort Pro product CD.

Installation Procedure

1. Call up the **setup.exe** file.

   The installation wizard is launched.

2. For all other installation steps follow the instructions given by the installation wizard.

Starting the KDA Manager

1. Call up (in the selected installation directory) the **kda_manager.exe** file.

2. When you use the KDA Manager for the first time, find out how to proceed using the programme's online help. To open the online help, hold down [CTRL] and [F1] together.

Uninstalling the KDA Manager

Before installing a new KDA Manager programme version, you must first uninstall the old version.

1. From the Comfort Pro product CD, call up the **setup.exe** file again.

   The installation wizard is launched.

2. Follow the instructions given by this wizard for all other steps.

Appendix

Technical Data

Systems	5
Menus	50
Actions	500
Audio files	300
Recording time	2 minutes per 1 MB of free memory In the **System Info: Memory card** menu of the web console's **Configurator**, you can view how much memory is still free on the memory card.
Number of voice channels	8 can be used simultaneously
Memory card	Compact Flash Card, pre-installed on the basic module
Power supply	via Comfort Pro communications system
Environmental conditions	as for Comfort Pro communications system

Menu Template

You can use the following template to plan and document the individual menus of your voice portal.

Menu (name)**:**

Action	**Reaction**		
Keys 0 - 9, * and #; Error, Timeout, Busy, No Reply		**Play audio file** (Which one?)	**PIN (max. 4 digits)** (Which one?)
	Play audio file		
	Release (terminate connection)		
	Direct-inward disling		
	Connect to operator		
	Connect to phone number: **(Call number?)**		
	Connect to voicebox: **(Telephone number?)**		
	Connect to voicebox of the caller		
	Previous menu		

Menu (name)**:**

Action	**Reaction**		
Keys 0 - 9, * and #; Error, Timeout, Busy, No Reply		**Play audio file** (Which one?)	**PIN (max. 4 digits)** (Which one?)
	Jump to menu: (**Menu name?**)		
	Repeat menu text		
	Menu fast rewind (5 sec.)		
	Menu fast forward (5 sec.)		

Notes

CE

User Manual for Comfort Pro A IAM
As of 01.07.2010

Publisher:
Deutsche Telekom AG
Markt- und Qualitätsmanagement
MQM 4 Endgeräte
Postfach 20 00
53105 Bonn

If you have further questions phone us under:
freecall 0800 33 01300.

Please visit us in the Telekom Shop
or on the Internet at: www.t-home.de

T Home